CERS2 Statistics Summary for 2013

Prepared by Cal/EPA Unified Program Technology Services   *January 2014*

This document provides a snapshot of statistics related to CERS2 during 2013, which was the first year facility and UPA electronic reporting was mandated under 2009 statutory changes to Health and Safety Code §25404. Questions about this document can be referred to CERS Technical Support at cers@calepa.ca.gov.

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Key Summary Statistics

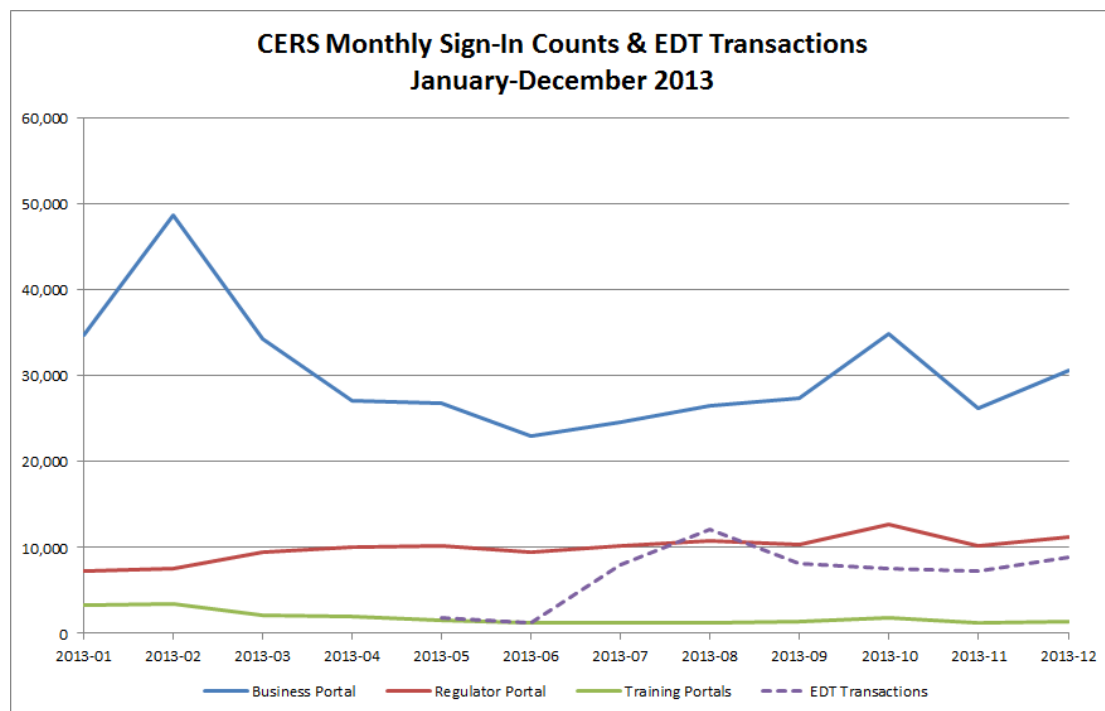| Month	Business Activity					UPA/Regulator Activity			
	Individual Business Users	Submitted Submittal Elements	Facilities Submitting During the Month	Total CERS Facilities with 1+ Submitals during 2013	Total Count of Facilities in CERS	Individual Regulator Users	Reviewed Submittal Elements	Other Regulator Actions in CERS	EDT Production Transactions
Total 2013	**41,976**	**297,333**		**67,344**	**143,263**	**2,424**	**231,612**	**2,822**	**60,276**
Dec.2013	8,114	29,102	9,650	67,344	143,263	833	23,893	108	8,911
Nov.2013	7,363	22,138	7,662	62,230	143,232	826	19,409	103	7,203
Oct.2013	9,300	26,178	8,956	58,488	144,859	895	19,243	187	7,580
Sept.2013	7,979	20,915	7,286	53,188	142,674	795	20,470	131	8,151
Aug.2013	6,703	23,739	8,160	48,897	142,410	752	20,804	108	12,181
July 2013	6,551	19,949	6,749	44,808	142,308	749	19,052	153	7,998
June 2013	6,222	20,077	6,662	41,109	141,566	687	18,944	265	1,264
May 2013	6,849	22,662	7,333	37,408	140,720	749	20,901	371	1,848
Apr.2013	7,085	21,913	7,221	32,663	134,769	703	23,783	192	5,140
Mar.2013	8,994	30,425	10,218	28,033	132,784	699	26,008	371	-
Feb.2013	10,804	40,733	13,880	19,927	129,476	727	11,964	378	-
Jan.2013	9,541	19,502	6,766	6,766	127,416	740	7,141	455	-

- **43,405** individual accounts/users signed into the CERS Business and/or Regulator Portals during 2013. These resulted in a total of over **509,000** sign-ins.
- During 2013 facility data was submitted at least once for **67,344** facilities. Another 10,300 facilities submitted at least once to local reporting portals. With ~**144,000** regulated facilities statewide, overall facility reporting compliance was around **54%**.
- CERS sent a total of **1,081,463** automated emails to CERS business and regulator users to alert them to various actions that had occurred in CERS.

CERS Accounts and Usage

A total of **36,240** Accounts were created in CERS during 2013.

CERS2 Account Statistics (2012-2013)
(Includes Business & Regulator Portals in Production & Training Environments)
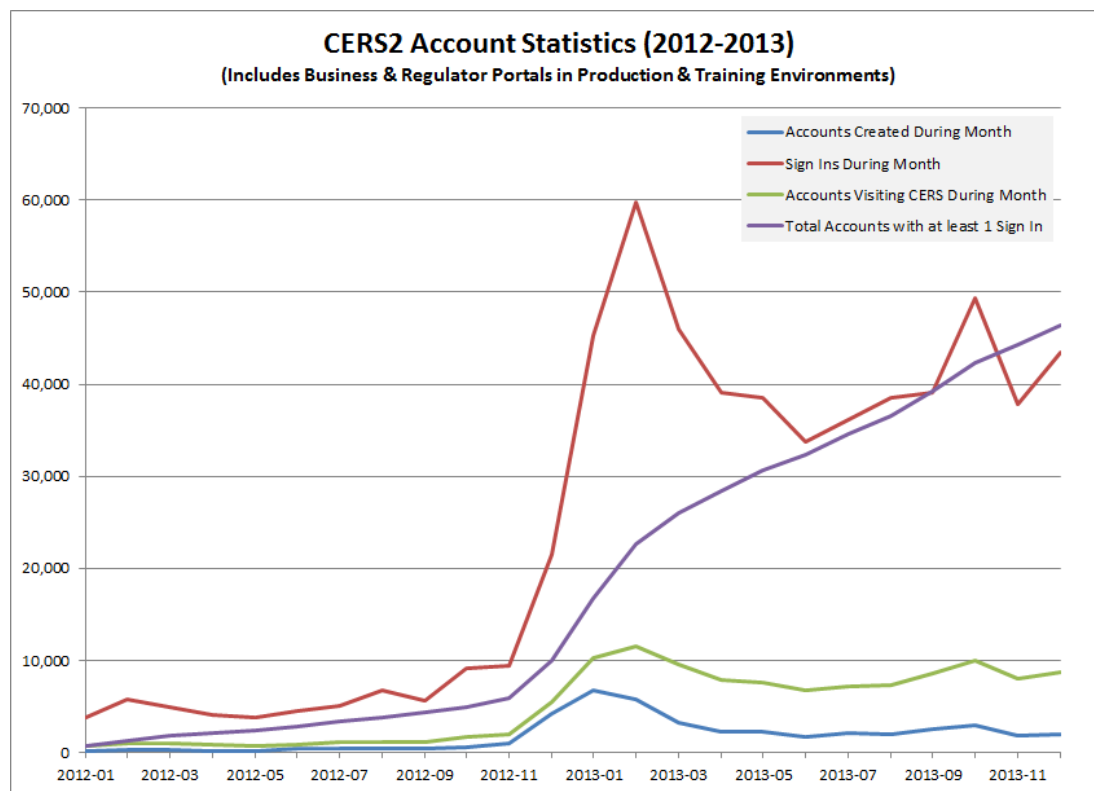
The Business Portal tends to receive a rush of submittals during January and especially February of each year. Cal/EPA has urged UPAs to distributed their facility's submittal deadlines across the year to avoid a sudden last minute surge of traffic in CERS in late February that could results in slow

CERS Monthly Sign-In Counts & EDT Transactions
January-December 2013

Most CERS web portal traffic occurs weekdays between 9am-4pm. However, both business and regulator users make use of CERS throughout the weekend and during nearly all hours of the day.

Percentage of Total Business Portal Activity by Hour and Day of Week

Hours	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Midnight-1am	<0.01%	0.02%	0.03%	0.03%	0.02%	0.03%	0.02%
1-2am	<0.01%	0.01%	0.01%	0.01%	0.01%	0.02%	0.01%
2-3am	<0.01%	0.01%	0.01%	<0.01%	<0.01%	0.01%	<0.01%
3-4am	<0.01%	0.01%	0.01%	0.01%	<0.01%	0.01%	<0.01%
4-5am	<0.01%	0.02%	0.02%	0.02%	0.02%	0.02%	<0.01%
5-6am	<0.01%	0.07%	0.08%	0.07%	0.08%	0.08%	0.01%
6-7am	<0.01%	0.19%	0.26%	0.25%	0.25%	0.20%	0.02%
7-8am	<0.01%	0.55%	0.72%	0.68%	0.61%	0.57%	0.06%
8-9am	0.01%	1.23%	1.51%	1.37%	1.31%	1.20%	0.09%
9-10am	0.01%	1.78%	2.16%	2.08%	1.93%	1.74%	0.13%
10-11am	0.01%	2.21%	2.53%	2.43%	2.32%	2.11%	0.15%
11am-Noon	0.01%	2.22%	2.46%	2.34%	2.21%	2.00%	0.15%
Noon-1pm	0.01%	1.69%	1.84%	1.74%	1.62%	1.24%	0.15%
1-2pm	0.01%	2.19%	2.45%	2.21%	2.12%	1.66%	0.16%
2-3pm	0.01%	2.43%	2.64%	2.55%	2.36%	1.91%	0.17%
3-4pm	0.01%	2.16%	2.30%	2.18%	2.03%	1.62%	0.14%
4-5pm	<0.01%	1.37%	1.53%	1.44%	1.32%	1.01%	0.11%
5-6pm	<0.01%	0.53%	0.56%	0.56%	0.51%	0.30%	0.09%
6-7pm	<0.01%	0.26%	0.27%	0.26%	0.25%	0.14%	0.06%
7-8pm	<0.01%	0.19%	0.17%	0.18%	0.15%	0.08%	0.06%
8-9pm	<0.01%	0.18%	0.16%	0.15%	0.15%	0.07%	0.05%
9-10pm	<0.01%	0.16%	0.16%	0.13%	0.12%	0.07%	0.05%
10-11pm	<0.01%	0.10%	0.11%	0.11%	0.09%	0.05%	0.05%
11pm-Midnight	<0.01%	0.05%	0.06%	0.06%	0.05%	0.03%	0.02%

## Percentage of Total Regulator Portal Activity by Hour and Day of Week

Hours	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Midnight-1am	0.01%	<0.01%	<0.01%	<0.01%	<0.01%	<0.01%	<0.01%
1-2am	<0.01%	<0.01%	<0.01%	<0.01%	<0.01%	<0.01%	<0.01%
2-3am	<0.01%	<0.01%	<0.01%	<0.01%	<0.01%	<0.01%	<0.01%
3-4am	<0.01%	<0.01%	<0.01%	<0.01%	<0.01%	<0.01%	<0.01%
4-5am	<0.01%	<0.01%	<0.01%	<0.01%	<0.01%	0.01%	<0.01%
5-6am	<0.01%	0.01%	0.02%	0.01%	0.02%	0.02%	0.02%
6-7am	0.01%	0.10%	0.17%	0.15%	0.17%	0.12%	0.04%
7-8am	0.01%	0.70%	1.09%	0.94%	1.02%	0.60%	0.14%
8-9am	<0.01%	1.85%	2.39%	2.21%	2.15%	1.68%	0.30%
9-10am	0.01%	2.11%	2.45%	2.24%	2.22%	1.90%	0.33%
10-11am	0.02%	2.18%	2.37%	2.17%	2.08%	1.87%	0.33%
11am-Noon	0.03%	2.00%	2.34%	2.01%	2.00%	1.76%	0.22%
Noon-1pm	0.02%	1.16%	1.38%	1.15%	1.13%	0.79%	0.23%
1-2pm	0.03%	1.81%	2.13%	1.93%	1.91%	1.37%	0.34%
2-3pm	0.03%	2.29%	2.58%	2.39%	2.42%	1.86%	0.29%
3-4pm	0.02%	2.25%	2.56%	2.40%	2.27%	1.84%	0.19%
4-5pm	0.01%	1.72%	2.20%	2.05%	1.92%	1.27%	0.03%
5-6pm	0.03%	0.39%	0.58%	0.63%	0.52%	0.22%	0.01%
6-7pm	0.02%	0.05%	0.06%	0.09%	0.10%	0.04%	0.01%
7-8pm	0.02%	0.02%	0.03%	0.03%	0.03%	0.02%	0.01%
8-9pm	0.02%	0.03%	0.03%	0.03%	0.03%	0.02%	0.01%
9-10pm	0.01%	0.04%	0.03%	0.02%	0.02%	0.01%	0.01%
10-11pm	0.01%	0.02%	0.02%	0.01%	0.01%	0.01%	0.01%
11pm-Midnight	0.01%	0.00%	0.01%	0.01%	0.01%	0.01%	0.01%

Starting on August 12, 2013 Business users were encouraged to complete a short 3 question survey about their experience using CERS. During 2013 the survey was completed by 22% of CERS business users who performed submittals during this period, results in 2,979 survey responses. The results are shown below. The percentages for each response have been fairly consistent across the 4.5 month survey period.

1) CERS helps me/my business meet California's hazardous materials and hazardous waste related electronic reporting requirements. (2979 Total Question responses)

7.52%: 1) Not at All	5.94%: 2) Only a Little	21.18%: 3) Somewhat	31.52%: 4) Quite a Bit	33.84%: 5) Very Much

2) CERS' design helps ensure the quality of data I report to my CUPA is acceptable. (2940 Total Question responses)

7.04%: 1) Not at All	6.09%: 2) Only a Little	22.04%: 3) Somewhat	32.48%: 4) Quite a Bit	32.35%: 5) Very Much

3) Did you find CERS easy to use? (2952 Total Question responses)

16.53%: 1) Difficult	21.71%: 2) A Bit Challenging	21.82%: 3) About Average	24.73%: 4) Pretty Easy	15.21%: 5) Very Easy

Facilities and Businesses

During late 2012 and April 2013 Cal/EPA assisted a total of 40 CUPAs with "seeding" facility records in CERS, ultimately adding a total of **78,861** facilities into CERS. A fair number of these seeded facilities duplicated existing records in CERS, so the total facility counts over 2013 did not change that much as these duplicate facilities were merged/deleted even as new facilities were added.
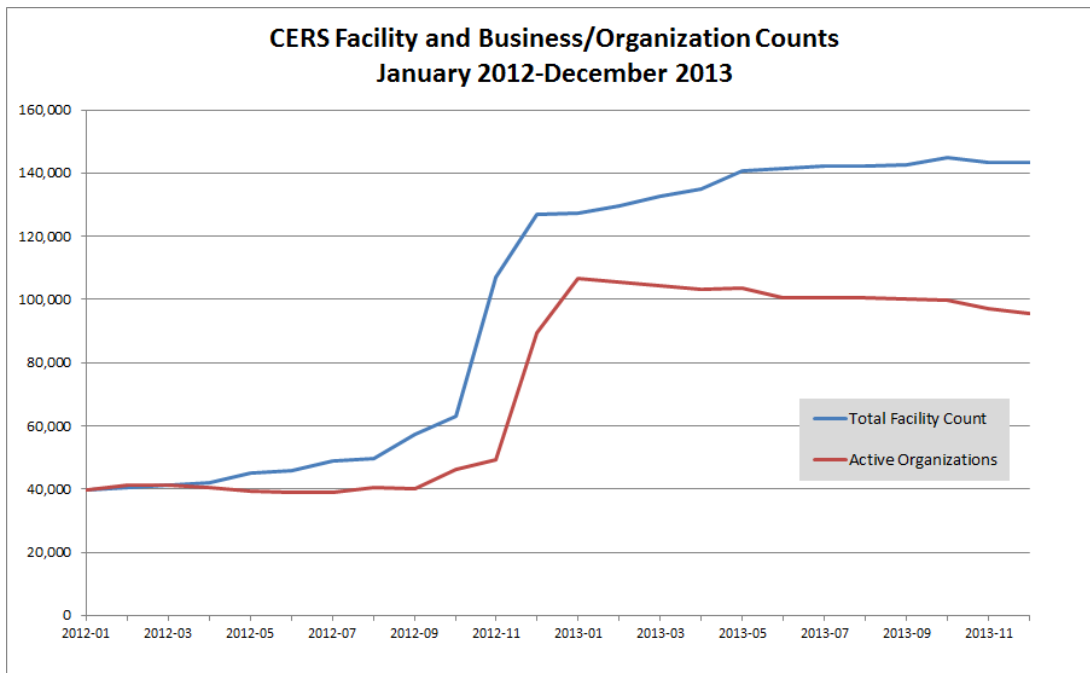
Most facilities in CERS are associated with a single business. A cursory review of a list of CERS business names indicates there are many opportunities for consolidating businesses/facilities. Cal/EPA has worked with a number of larger businesses with franchise operations. A fair number of these businesses have both corporately-owned stores that report under a consolidated CERS Business, and franchiser-operated stores that report under separate CERS Businesses.
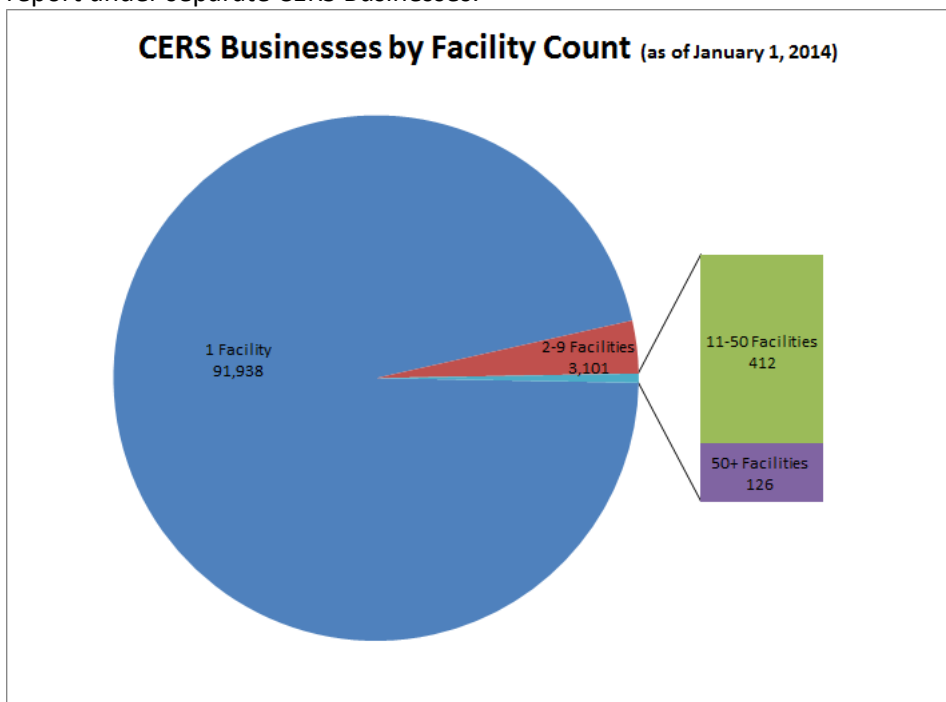
Facility Submittals

During 2013 a total of **297,333** submittal elements were submitted in **129,913** facility submittals.

Monthly Submittal Counts by CERS Submittal Element
January-December 2013
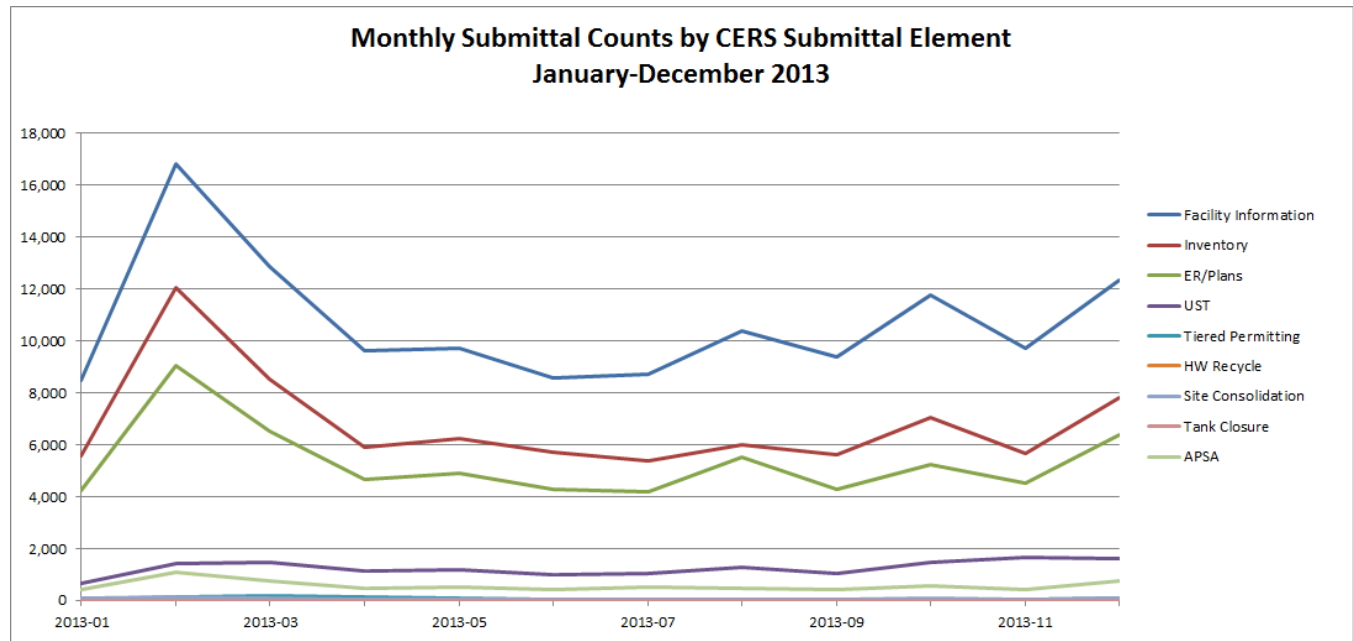
During 2013 regulators reviewed and acted upon **231,612** submittal elements. **45%** of the submittal elements were "Accepted", **20%** were "Not Accepted", **33%** had not yet been reviewed ("Submitted" or "Under Review"), and less than 1% were determined to be "Not Applicable."

Monthly Counts of Regulator-Reviewed Submittal Elements
January-December 2013
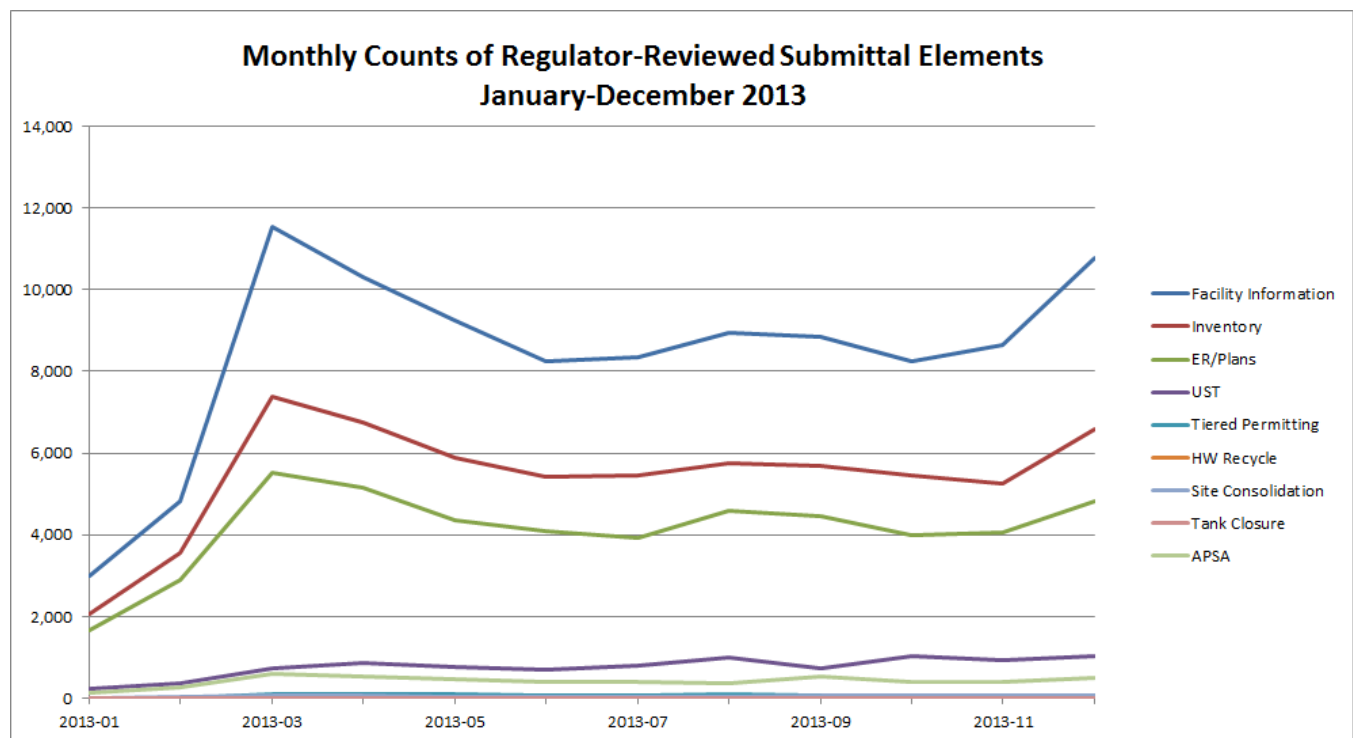
Supplemental Documentation/Document Uploads

Many of CERS submittal elements have supplemental documentation requirements as mandated in regulations or statute. Most of these requirements were fulfilled using one or more document uploads.

CERS2 Supplemental Documentation Types for 2013 Facility Submittals

- Provided Elsewhere in CERS 10%
- Stored at Facility 7%
- Other 4%
- Exempt 3%
- Provided to Regulator 1%
- Public Internet URL <1%
- Upload Document(s) 79%
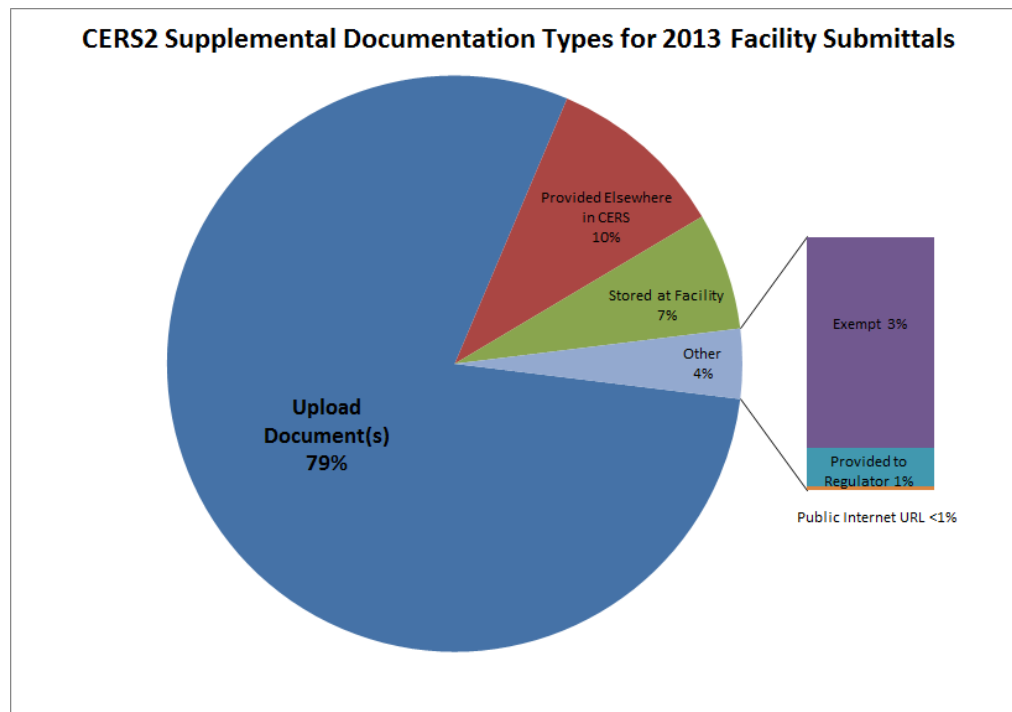
The average size of document uploads has fluctuated over the past 2 years. During 2013 it averaged around 610KB per document.

Monthly Counts of Documents Uploaded to CERS 2012-2013

- Documents Added During Month
- Avg. Doc Size in KB During Month

Average Document Upload Size is 586KB
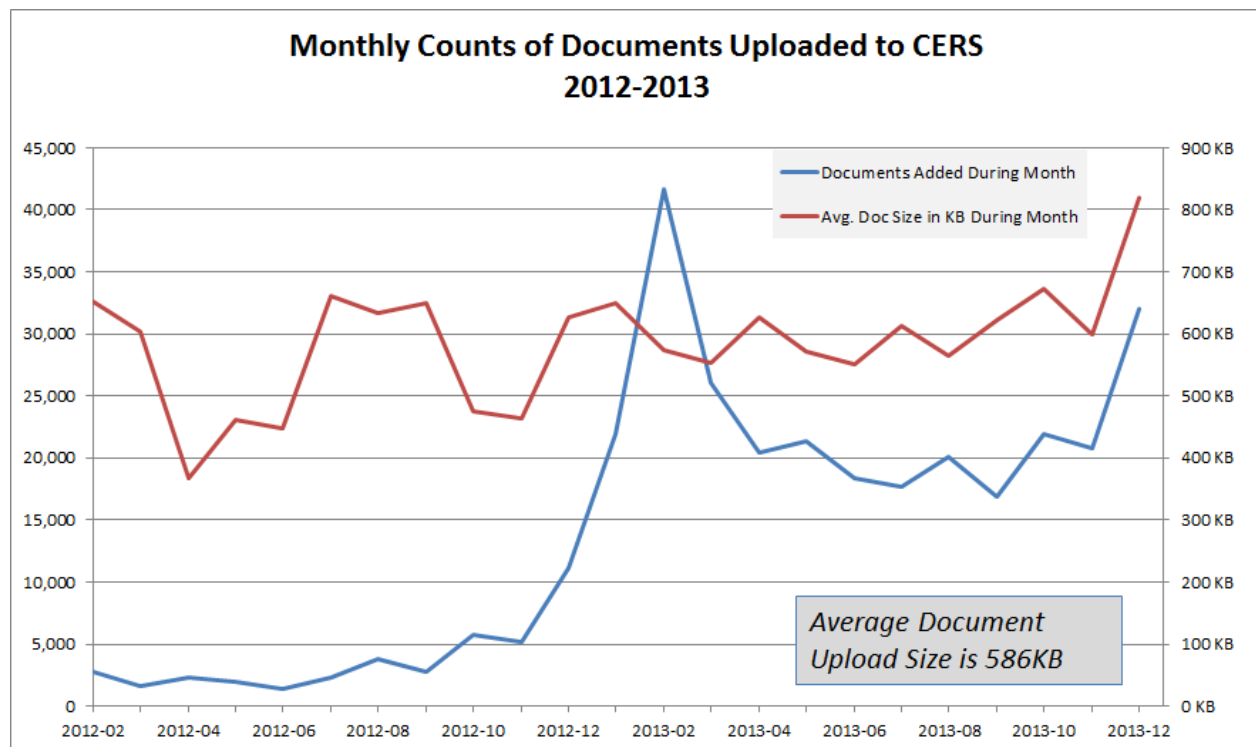
The vast majority of uploaded documents are in Adobe Acrobat (PDF) format.

CERS Document Uploads File Types as of January 1, 2014

- Microsoft Word 10%
- .jpg/.jpeg/.gif/.png 6%
- Other 2%
- Adobe Acrobat (PDF) 82%
- Microsoft Excel 1%
- Miscellaneous 1%
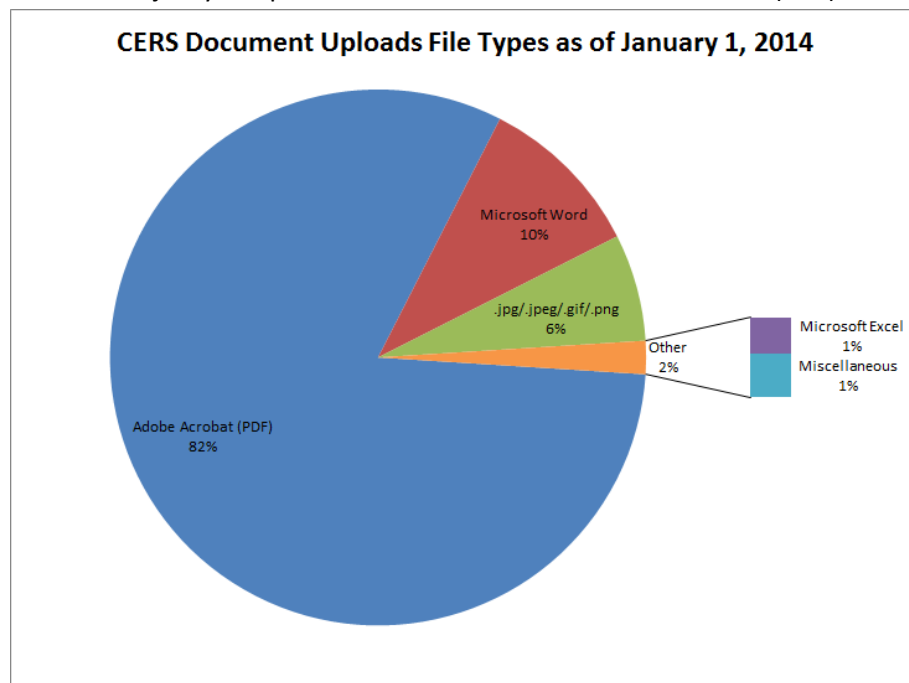
Web Browser Statistics

Internet Explorer is used by the majority of CERS users: 66% of the Business Portal users, and 80% of Regulator Portal users.

CERS2 Business Portal Browser Statistics: April-December 2013

- Chrome 18%
- Firefox 11%
- Internet Explorer 10 12%
- Internet Explorer 9 16%
- Internet Explorer 8 34%
- Other 9%
- Safari 4%
- IE (Other) 4%
- Other 2%

Internet Explorer overall accounted for 65% of Business Portal visits.

Internet Explorer overall accounted for 80% of **Regulator** Portal visits
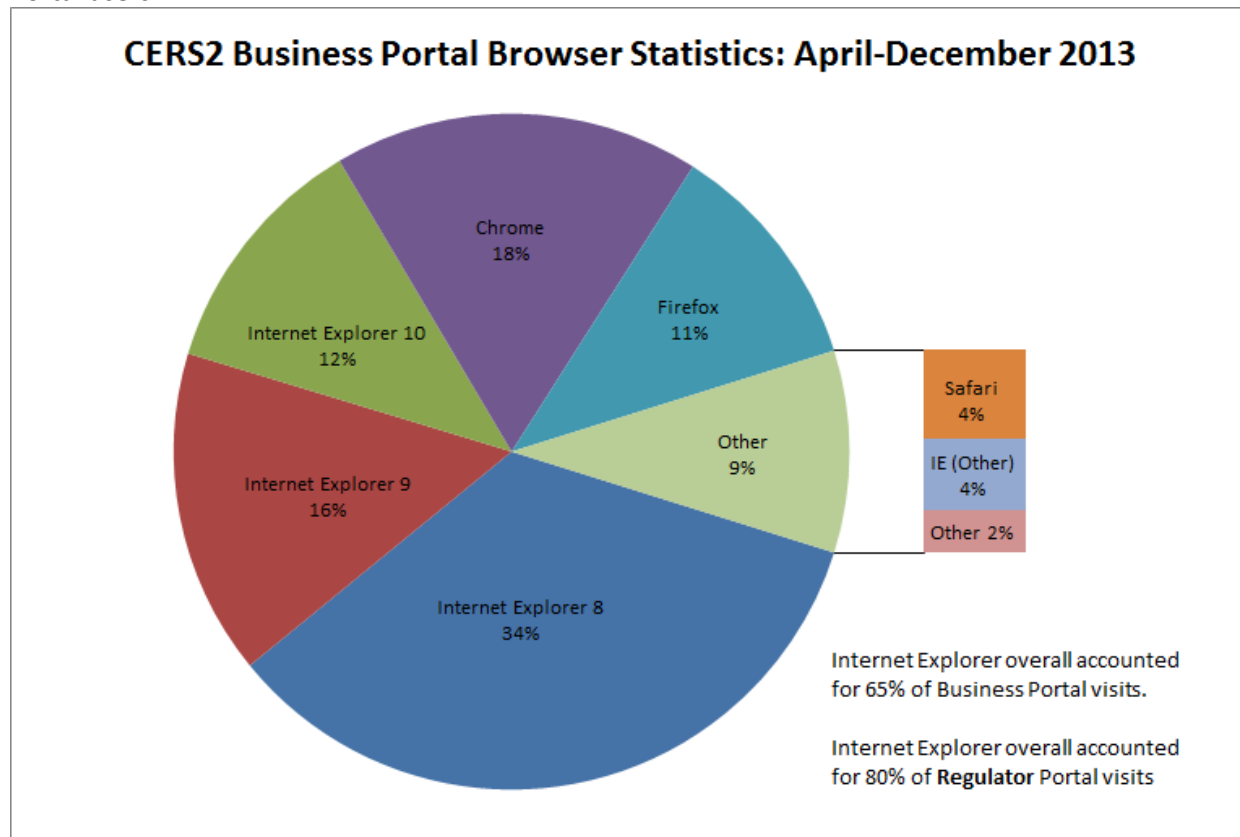
CUPA Electronic Reporting Status (As of January 3, 2014)

CUPA	2011/12 Regulated Facilities (1)	Current Regulated Facilities in CERS	Approx. % of Regulated Facilities in CERS	Count of Facilities With at Least One Submittal During 2013 By Submittal Element						% Regulated Facilities Submitting FacInfo in CERS during 2013 (2)	% Regulated Facilities Submitting Biz Plan in a Local Portal during 2013 (3)	2011/12 UST Facilities (1)	2011/12 PBR Facilities (1)
				Facility Information	Inventory	Emergency Response Training Plans	UST	Tiered Permitting	APSA				
Alameda County Env Health	1,084	1,141	105%	885	767	751	98	3	79	82%		113	3
Alpine County Health Department	35	16	46%	14	14	14	1		2	40%		3	0
Amador County Env Health	227	287	126%	191	171	169	22		34	84%		31	0
Anaheim City Fire Department	1,433	1,468	102%	503	462	443	61	5	38	35%		137	17
Bakersfield City Fire Department	1,239	1,277	103%	800	656	620	104	3	63	65%		142	1
Berkeley City Toxics Management Division	496	468	94%	58	56	54	10	1	7	12%	~70%	34	1
Butte County Environmental Health	1,575	1,172	74%	642	505	423	55	3	52	41%		102	1
Calaveras County Environmental Health	218	105	48%	96	92	79	16		13	44%		32	0
Colusa County Health and Human Services	335	368	110%	239	220	230	4		14	71%		17	0
Contra Costa County Health Services Departm	2,598	2,532	97%	611	558	543	79	4	47	24%		409	13
Del Norte Environmental Health Division	105	120	114%	86	85	82	5		18	82%		11	0
El Dorado County Environmental Managemen	774	859	111%	342	299	299	43	2	34	44%		82	2
El Segundo City Fire Department	265	228	86%	196	179	152	19	4	18	74%		28	2
Fremont City Fire Department	1,051	1,184	113%	648	591	566	56	28	41	62%		64	26
Fresno County Community Health Departmen	3,069	1,147	37%	935	795	785	60	1	68	30%	46%	419	11
Gilroy City Fire Department	211	263	125%	142	111	91	14	1	9	67%		29	0
Glendale City Fire Department	518	366	71%	275	220	210	33	1	32	53%		58	3
Glenn County Air Pollution Control District	641	621	97%	277	266	237	4		27	43%		18	0
Hayward City Fire Dept	792	911	115%	338	270	242	56	10	20	43%		100	4
Healdsburg/Sebastopol JPA	220	271	123%	99	65	57	10		6	45%		16	0
Humboldt Cnty Env Health	1,108	1,126	102%	670	579	561	56		97	60%		77	0
Imperial CUPA - DTSC	841	1,077	128%	544	510	482	48		92	65%		87	1
Inyo County Env Health	156	171	110%	180	169	134	24		10	115%		25	0
Kern County Environmental Health Services [	3,434	3,628	106%	2,548	2,308	1,982	221	1	461	74%		279	5
Kings County Env Health	626	422	67%	323	274	237	40		62	52%		81	1
Lake County Environmental Health	335	369	110%	184	167	155	22		23	55%		31	0
Lassen County Environmental Health	176	227	129%	185	156	154	10		33	105%		17	0
Livermore-Pleasanton FD	708	467	66%	354	283	266	46	5	21	50%		71	5
Long Beach Environmental Heath	1,596	529	33%	406	345	336	60	3	32	25%		171	3
Los Angeles City Fire Department	9,392	9,800	104%	2,512	2,051	1,985	459	51	201	27%	10%	1384	61
Los Angeles County Fire	18,127	19,220	106%	11,587	9,122	7,549	1,366	160	551	64%		1858	89
Madera County Env Health	534	597	112%	473	407	350	19		66	89%		74	1
Marin County CUPA	769	1,258	164%	333	291	272	40		27	43%		98	4
Mariposa County Public Health Department	133	132	99%	102	95	83	26		25	77%		36	0
Mendocino Cnty Env Health	563	309	55%	238	207	199	17		28	42%		66	1
Merced County Env Health	1,178	347	29%	267	244	240	28		20	23%	26%	111	1
Modoc County Env Health	70	99	141%	50	41	35	2		5	71%		7	0
Mono County Health Department	160	150	94%	77	66	71			11	48%		22	0
Monterey Cnty Health Dept	2,215	2,371	107%	1,076	955	939	121	2	157	49%		232	0
Napa County Env Mgmt	1,220	1,419	116%	1,054	971	956	32		104	86%		44	1

	(1)	(2)	%							%	%		
Nevada County Environmental Health	475	503	106%	256	238	232	24	1	30	54%		42	1
Oakland City Fire Department	1,299	731	56%	520	462	441	84	2	64	40%		146	3
Orange County Env Health	8,569	2,517	29%	1,537	1,390	1,324	372	17	87	18%	28%	883	69
Oxnard City CUPA	791	815	103%	296	277	250	23	4	27	37%		49	3
Petaluma City Fire Department	254	341	134%	104	88	70	12		6	41%		20	0
Placer County Env Health	800	913	114%	413	385	375	54	1	42	52%		92	2
Plumas County Env Health	218	221	101%	103	93	72	5		12	47%		19	0
Riverside Cnty Env Health	7,225	6,955	96%	2,084	1,929	1,889	285	51	136	29%	3%	669	8
Roseville City Fire Dept	364	353	97%	259	212	188	38	2	24	71%		52	2
Sacramento County Environmental Managem	4,532	4,861	107%	1,202	1,113	1,097	151	4	100	27%	64%	478	3
San Benito County Health Department	258	101	39%	66	58	54	7		2	26%		24	0
San Bernardino County Fire	6,730	7,343	109%	3,799	3,416	3,264	500	24	352	56%		816	10
San Diego County Env Health	13,861	15,267	110%	5,656	4,882	3,722	701	38	412	41%		1049	27
San Francisco City & County Public Health De	2,284	2,340	102%	2,161	1,372	1,330	176	8	90	95%		259	3
San Joaquin Cnty Env Health	3,449	4,350	126%	2,609	2,289	1,160	213	4	184	76%		255	4
San Leandro City	434	414	95%	369	318	286	40	1	32	85%		53	0
SLO County Env Health	1,492	1,680	113%	198	172	148	20		7	13%	67%	131	7
San Mateo County Environmental Health	3,323	3,640	110%	665	622	616	95	5	54	20%	17%	348	12
Santa Barbara County Env Health	1,541	1,775	115%	733	668	565	110	3	67	48%		151	1
Santa Clara City Fire Dept	1,259	2,140	170%	450	410	285	37	33	63	36%		67	34
Santa Clara County Environmental Health	5,830	7,326	126%	2,277	2,050	1,823	299	58	125	39%		518	63
Santa Cruz County Environmental Health	813	937	115%	510	471	444	69	1	45	63%		109	1
Santa Fe Springs Fire-Rescue	1,078	146	14%	83	76	74	9	4	4	8%		35	10
Santa Monica Fire Dept	279	337	121%	277	233	231	32	2	12	99%		40	1
Santa Rosa Fire Dept	610	1,058	173%	270	229	156	42	1	9	44%		55	1
Shasta County Env Health	815	331	41%	260	238	219	18	1	18	32%		122	2
Sierra County Human Svcs	35	31	89%	31	26	27	1		9	89%		5	0
Siskiyou County Community Development	428	434	101%	304	266	253	20		45	71%		35	0
Solano County Env Health	1,799	1,380	77%	1,059	962	895	129	2	120	59%		179	7
Sonoma County Fire & Emergency Services D	1,759	2,207	125%	598	511	423	44	2	51	34%		85	1
Stanislaus Cnty Env Res.	2,359	2,115	90%	1,796	1,591	1,325	137	2	164	76%		234	2
Sunnyvale Department of Public Safety	656	736	112%	619	489	414	36	21	33	94%		50	11
Sutter County Env Health	591	674	114%	419	391	343	22	1	34	71%		45	0
Tehama County Env Health	300	184	61%	151	138	137	21		21	50%		41	0
Trinity County - DTSC	135	145	107%	53	45	44	2		5	39%		9	0
Tulare County Environmental Health	1,523	546	36%	446	421	412	24	1	32	29%	11%+	263	5
Tuolumne County Env Health	296	229	77%	199	175	167	22		44	67%		39	3
Union City Environmental Programs	271	353	130%	235	207	198	21	2	10	87%		21	2
Ventura County Environmental Health	2,714	2,685	99%	1,175	1,088	1,026	146	20	94	43%		224	9
Vernon Health & Env Control	447	379	85%	321	213	177	15	4	29	72%		32	3
Victorville City Fire Department	306	261	85%	203	174	174	26	2	17	66%		44	0
Yolo County	1,381	1,314	95%	1,033	938	855	94	2	150	75%		14	1
Yuba County Environmental Health Departme	545	570	105%	497	490	488	34	1	166	91%		38	0
Totals	144,355	140,160		66,836	57,439	50,706	7,597	613	5,676			14,456	568

(1) Facility Counts Reported in CUPA's 2011/2012 Annual Reports
(2) Have AT LEAST one Facility Information submittal in CERS during 2013
(3) Have AT LEAST one Facility Information submittal in local portal in 2013